

## VARIABLE OPERATIONS 1 HOMEWORK – ACTION PLAN

- S** Specific
- M** Measurable
- A** Achievable
- R** Relevant
- T** Time-bound

What is your current situation and challenge you will address?

What is your goal? What do you want to achieve? From what metric? To what metric? By what date?  
Example: *“I will decrease my 5K run time from 30 minutes to 21 minutes by June 15.”*

- ◇ How does this goal align with or support your dealer’s vision?
- ◇ What are the BENEFITS of achieving your goal? What are the CONSEQUENCES if you don’t?
- ◇ Why is this goal important to you?

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What specific actions or steps will you take to accomplish your goal? What will you do differently or improve? For each, be sure to include necessary resources, who is accountable, the measurable result, and dates.

SPECIFIC ACTION/STEP	NECESSARY RESOURCES?	WHO IS ACCOUNTABLE?	EXPECTED RESULT?	EXPECTED COMPLETION DATE?	ACTUAL COMPLETION DATE?	CHECK OFF
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How will you track your progress? What specific metric(s) will you track? At what intervals will you check on the progress?

Potential Obstacles?

Potential Solutions?

**BOTTOM LINE!** What is the financial impact (expressed in dollars) of achieving your goal?

## VARIABLE OPERATIONS 1 HOMEWORK – ACTION PLAN

Once you've accomplished your goal, added or adjusted policies, procedures, and behaviors, now what? How will you ensure you and your staff do not fall back into the previous habits that produced poor results? Be specific.

Describe any planning or implementation meetings conducted as part of development of your plan.